



EMPHASYS SOFTWARE

PARTNER PORTAL **LANDLORD** USER GUIDE

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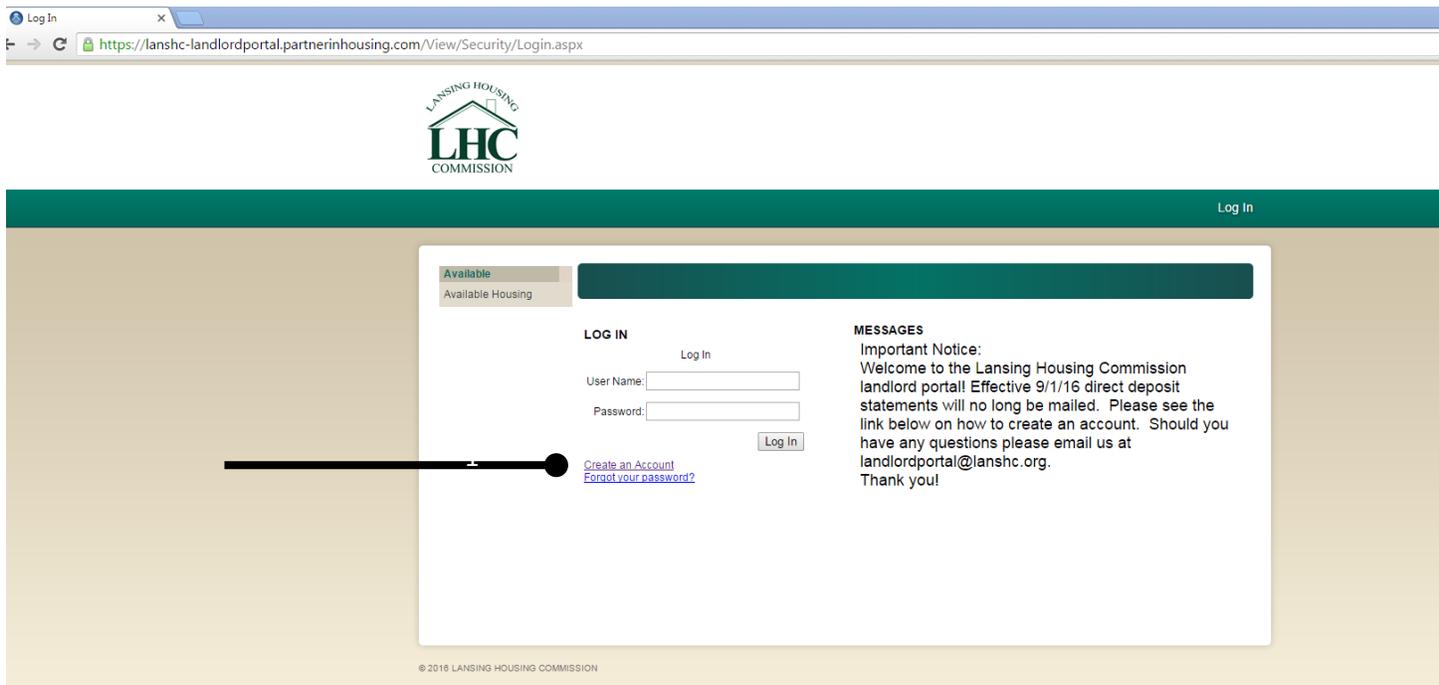
Partner Portal – Landlord User Guide

<https://lanshc-landlordportal.partnerinhousing.com>

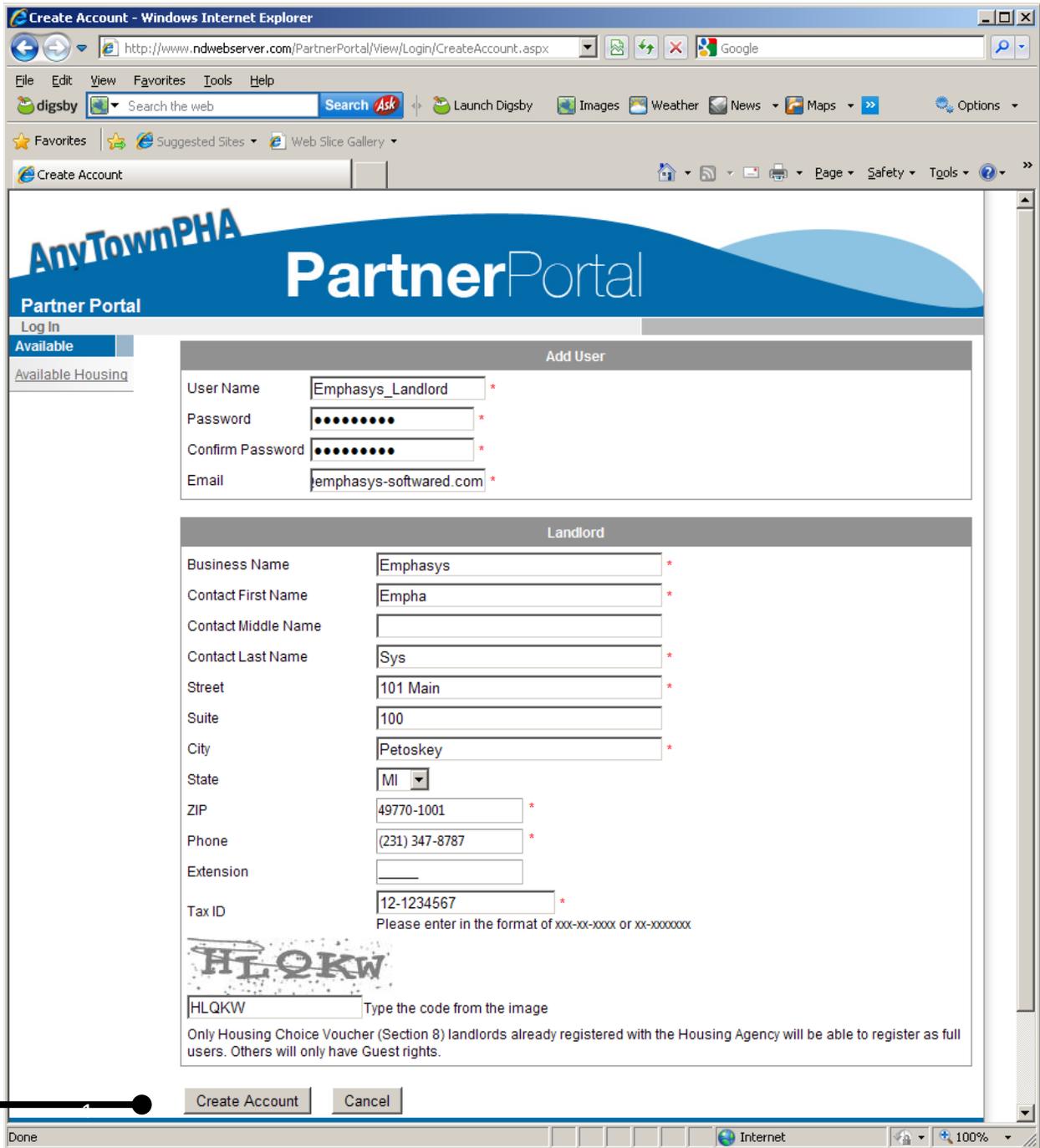
Step 1

1. Create Account and Login to Partner Portal

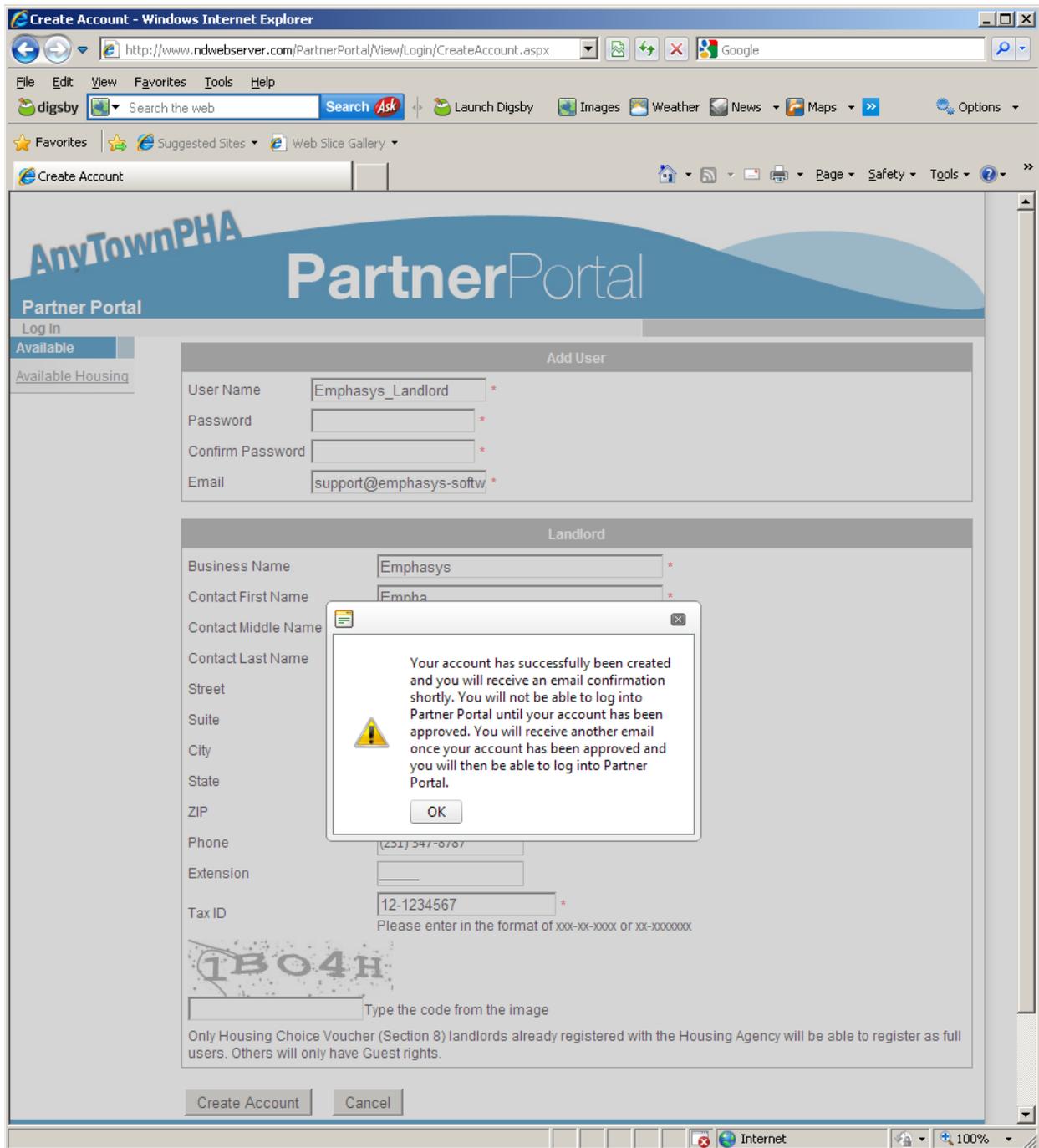
- a. Open up a browser screen and go to the URL (internet address) where the Partner Portal is hosted to create an account, login and start using the partner portal. **You will need your TIN or SSN used to do business with LHC in order to create an account.**
- b. From the main login page, click the 'Create an Account' link.



- c. This will take you to the create account page:



d. Fill in the information for a new login and click the “Create Account” button.



- e. This message tells you that your account has been created, and you will receive a couple email messages. One telling you of your account info, the other informing you the account has been approved. Once your account is approved, you may go back to the same screen, login, and start using Partner Portal.
- f. If the Housing Authority does not require internal account approval, you would see a slightly different message and be able to start using Partner Portal right away (after the first email confirmation).

Step 2

2. View your Families

- a. Once you login with the account you've created, you are presented with a list of your housed families:

The screenshot shows the 'My Families' page in the AnyTownPHA Partner Portal. The page features a navigation menu on the left with links for 'My Families', 'My Units', 'My Payments', 'My Profile', 'Holds & Abatements', 'Reports', 'Communications', and 'Online Video Help'. The main content area displays a table of family information. The table has the following columns: Last Name, First Name, Street, Suite, HAP Amount, Re-exam Date, Move-In Date, and Lease End Date. There are six rows of data, each with a magnifying glass icon in the first column. The footer contains links for 'Home', 'Privacy Statement', 'Disclaimer', 'Using Our Site', 'About Us', 'Phone Directory', and 'Contact Us', along with the ATPHA logo and copyright information.

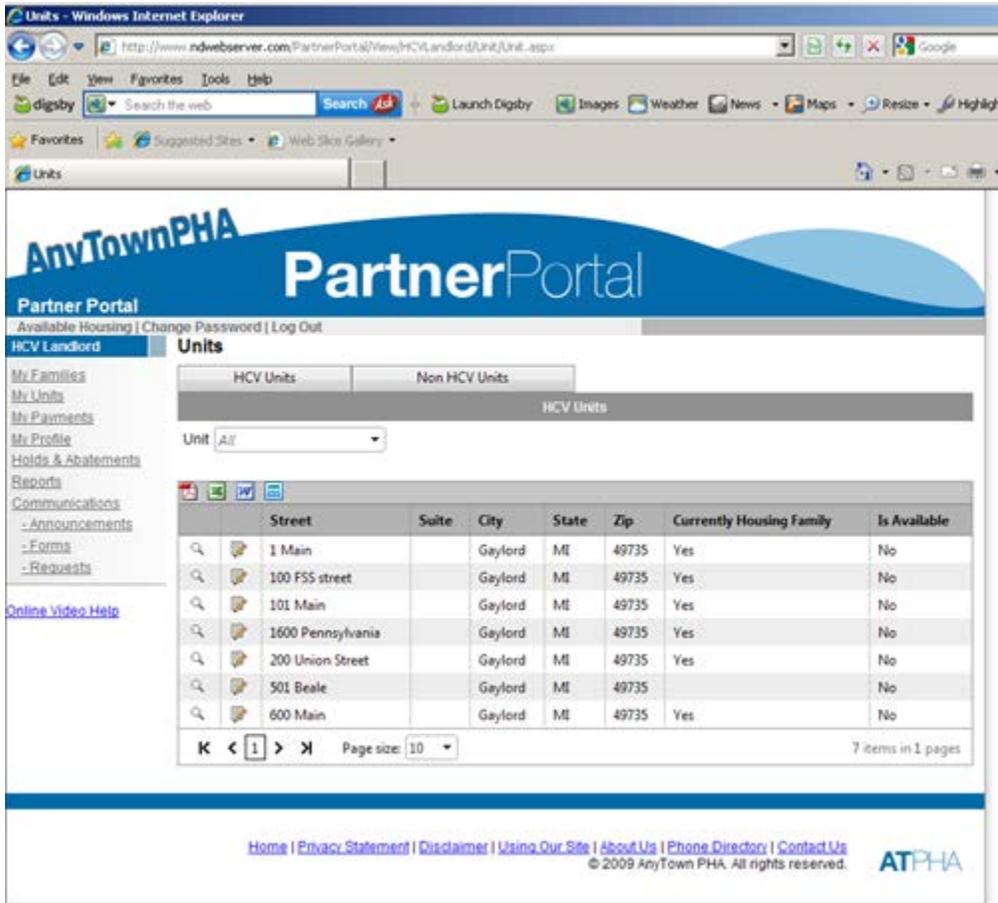
Families							
Last Name	First Name	Street	Suite	HAP Amount	Re-exam Date	Move-In Date	Lease End Date
Avila	Amy	1 Main		\$416.00	08/01/10	08/17/09	09/01/09
Fss	Imin	100 FSS street		\$340.00	03/01/10	03/01/09	02/28/10
Meyer	Katherine	101 Main		\$487.00	06/01/10	06/15/09	05/31/10
Scott	Jeboria	1600 Pennsylvania		\$110.00	09/01/10	09/01/09	08/31/10
Young	Malcolm	200 Union Street		\$350.00	09/01/10	09/01/09	08/31/10
Young	Angus	600 Main		\$500.00	07/01/10	07/03/09	06/30/10

- b. You may click on the magnifying glass icon to see more detail about the family, including members, etc.

Step 3

3. View Your Units

- a. Click on the 'My Units' link in the left hand margin menu to view a list of your units:



The screenshot shows a web browser window displaying the 'AnyTown PHA Partner Portal'. The page title is 'Units - Windows Internet Explorer'. The URL is 'http://www.ndwebserver.com/PartnerPortal/View/HCV/Landlord/Unit/Unit.aspx'. The page features a blue header with the 'AnyTown PHA Partner Portal' logo. Below the header, there are navigation links: 'Available Housing', 'Change Password', and 'Log Out'. The main content area is titled 'Units' and has two tabs: 'HCV Units' (selected) and 'Non HCV Units'. A dropdown menu for 'Unit' is set to 'All'. Below this is a table listing units with columns for 'Street', 'Suite', 'City', 'State', 'Zip', 'Currently Housing Family', and 'Is Available'. The table contains 7 rows of data. At the bottom of the table, there are navigation controls for 'Page size: 10' and '7 items in 1 pages'. The footer includes links for 'Home', 'Privacy Statement', 'Disclaimer', 'Using Our Site', 'About Us', 'Phone Directory', and 'Contact Us', along with the 'ATPHA' logo and copyright information: '© 2009 AnyTown PHA. All rights reserved.'

	Street	Suite	City	State	Zip	Currently Housing Family	Is Available
	1 Main		Gaylord	MI	49735	Yes	No
	100 FSS street		Gaylord	MI	49735	Yes	No
	101 Main		Gaylord	MI	49735	Yes	No
	1600 Pennsylvania		Gaylord	MI	49735	Yes	No
	200 Union Street		Gaylord	MI	49735	Yes	No
	501 Beale		Gaylord	MI	49735		No
	600 Main		Gaylord	MI	49735	Yes	No

- b. If you have rights to edit units, you may click the paper and pencil  icon to edit the unit information, including the availability date.

Step 4

4. View your payments

- a. You may click the 'My Payments' link in the left hand margin menu to search for and view a listing of your payments by date, check number, unit address, etc:

The screenshot shows the 'My Payments' section of the AnyTownPHA Partner Portal. The page includes a search form with the following fields:

- Check/DD #:
- Unit:
- Check Date: to

Below the search form is a table of payment records:

Check/DD #	Unit	Resident	Amount	Description	Check Date
> Check/DD #: 80919; Check Date: 11/01/09; Total Amount: \$827.00					
> Check/DD #: 80908; Check Date: 10/01/09; Total Amount: \$1,403.00					
> Check/DD #: 80906; Check Date: 08/19/09; Total Amount: \$987.00					
> Check/DD #: 34856; Check Date: 08/01/09; Total Amount: \$987.00					
> Check/DD #: 34854; Check Date: 07/01/09; Total Amount: \$887.00					

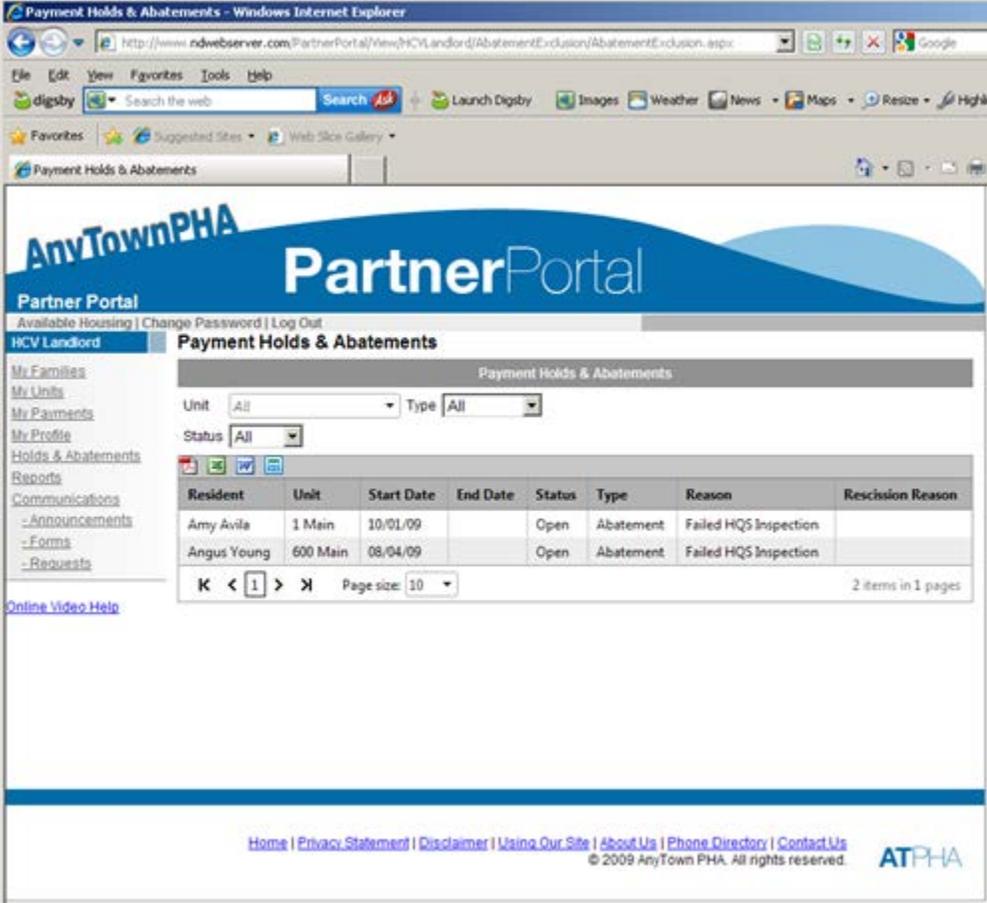
The left-hand navigation menu includes the following links: My Families, My Units, My Payments (highlighted with a black arrow), My Profile, Holds & Abatelements, Reports, Communications, - Announcements, - Forms, - Requests, and Online Video Help.

- b. Also, if you click the '>' (arrow) to the left of each check, you can drill down to the detailed line items that make up the total.

Step 5

5. View Holds and Abatements

- a. You may click the 'Holds and Abatements' link in the left hand margin menu to view payment holds and abatements by unit, type or status:



The screenshot shows a web browser window displaying the 'AnyTownPHA Partner Portal'. The page title is 'Payment Holds & Abatements'. The left-hand navigation menu includes links for 'My Families', 'My Units', 'My Payments', 'My Profile', 'Holds & Abatements', 'Reports', 'Communications', and 'Online Video Help'. The 'Holds & Abatements' link is highlighted with a black arrow. The main content area features a search filter section with dropdown menus for 'Unit' (set to 'All'), 'Type' (set to 'All'), and 'Status' (set to 'All'). Below the filters is a table with the following data:

Resident	Unit	Start Date	End Date	Status	Type	Reason	Rescission Reason
Amy Avila	1 Main	10/01/09		Open	Abatement	Failed HQS Inspection	
Angus Young	600 Main	08/04/09		Open	Abatement	Failed HQS Inspection	

At the bottom of the table, there are navigation controls: 'K < 1 > K' and 'Page size: 10'. The footer contains links for 'Home', 'Privacy Statement', 'Disclaimer', 'Using Our Site', 'About Us', 'Phone Directory', and 'Contact Us', along with the copyright notice '© 2009 AnyTown PHA. All rights reserved.' and the 'ATPHA' logo.

- b. You'll notice at the top of this grid, and every grid in partner portal, you have the ability to export to PDF, Excel, Word, or CSV.

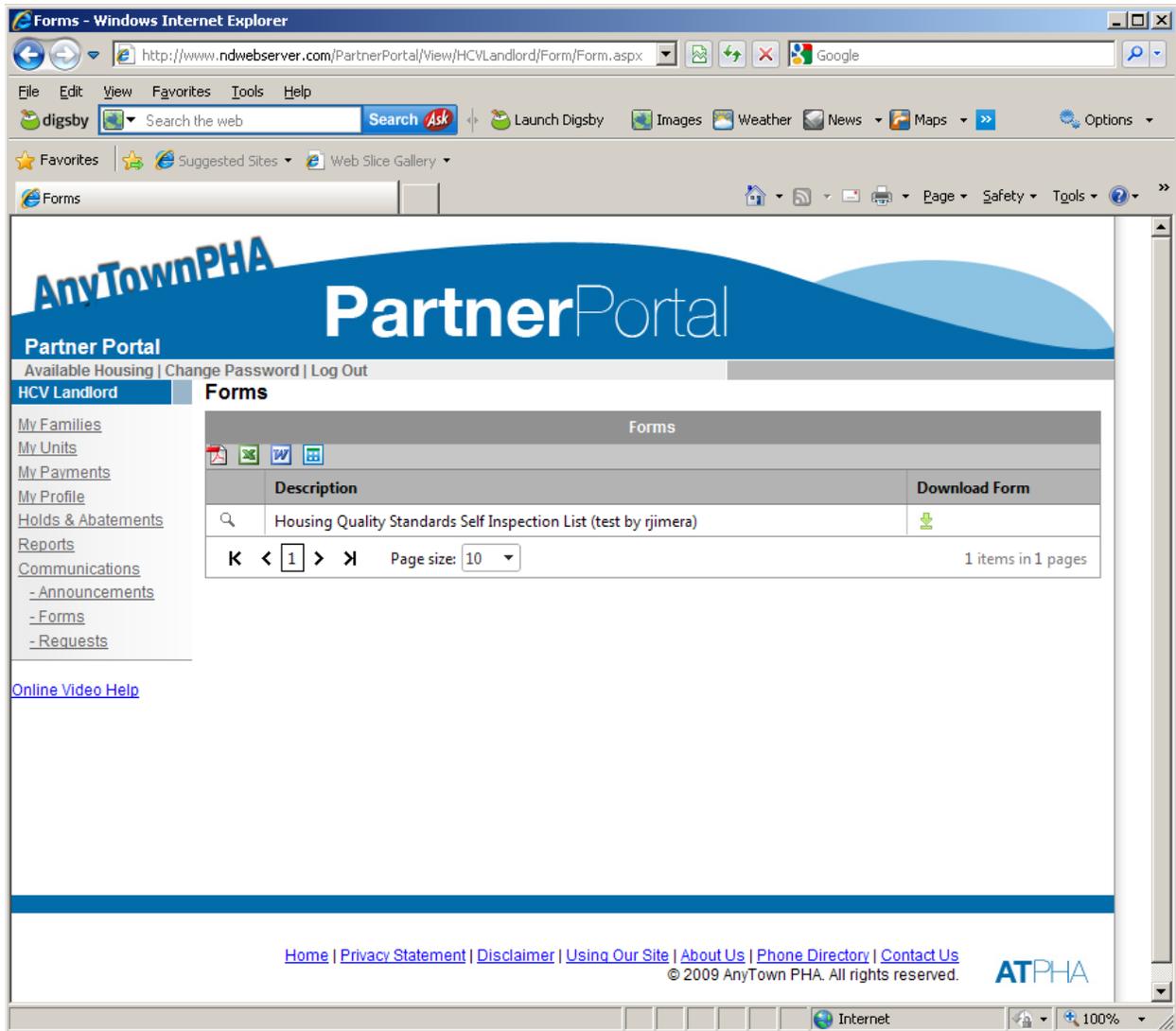
Payment Holds & Abatements

Payment Holds & Abatements							
Unit	All	Type	All				
Status	All						
							
Resident	Unit	Start Date	End Date	Status	Type	Reason	Rescission Reason
Amy Avila	1 Main	10/01/09		Open	Abatement	Failed HQS Inspection	
Angus Young	600 Main	08/04/09		Open	Abatement	Failed HQS Inspection	
K < 1 > X				Page size: 10	2 items in 1 pages		

Step 6

6. Communication

- a. There are three types of communication available for the landlord
 - i. Announcements
 - ii. Forms
 - iii. Requests
- b. Here is a view of the screen where forms published by the HA may be available for download (example is a HQS Self Inspection form):



The screenshot shows a web browser window displaying the AnyTownPHA Partner Portal. The page title is "Forms" and the URL is "http://www.ndwebservice.com/PartnerPortal/View/HCVLandlord/Form/Form.aspx". The page features a navigation menu on the left with options like "My Families", "My Units", "My Payments", "My Profile", "Holds & Abatements", "Reports", "Communications", and "Online Video Help". The main content area displays a table of forms:

Description	Download Form
Housing Quality Standards Self Inspection List (test by rjimera)	

The table shows one item with a page size of 10 and 1 item in 1 page. The footer contains links for Home, Privacy Statement, Disclaimer, Using Our Site, About Us, Phone Directory, and Contact Us, along with the ATPHA logo and copyright information: © 2009 AnyTown PHA. All rights reserved.

- c. Announcements are available if the HA has published any for viewing by the landlord.
- d. Requests (if enabled by the HA) can be created by the landlord for the housing authority by clicking on the requests link.

My Requests - Windows Internet Explorer

http://www.ndwebservice.com/PartnerPortal/View/HCVLandlord/Request/MyReque

File Edit View Favorites Tools Help

Search the web Search Ask Launch Digsby Images Weather News Maps Options

My Requests

AnyTownPHA PartnerPortal

Partner Portal

Available Housing | Change Password | Log Out

HCV Landlord **My Requests**

My Families
My Units
My Payments
My Profile
Holds & Abatements
Reports
Communications
- Announcements
- Forms
- Requests

Online Video Help

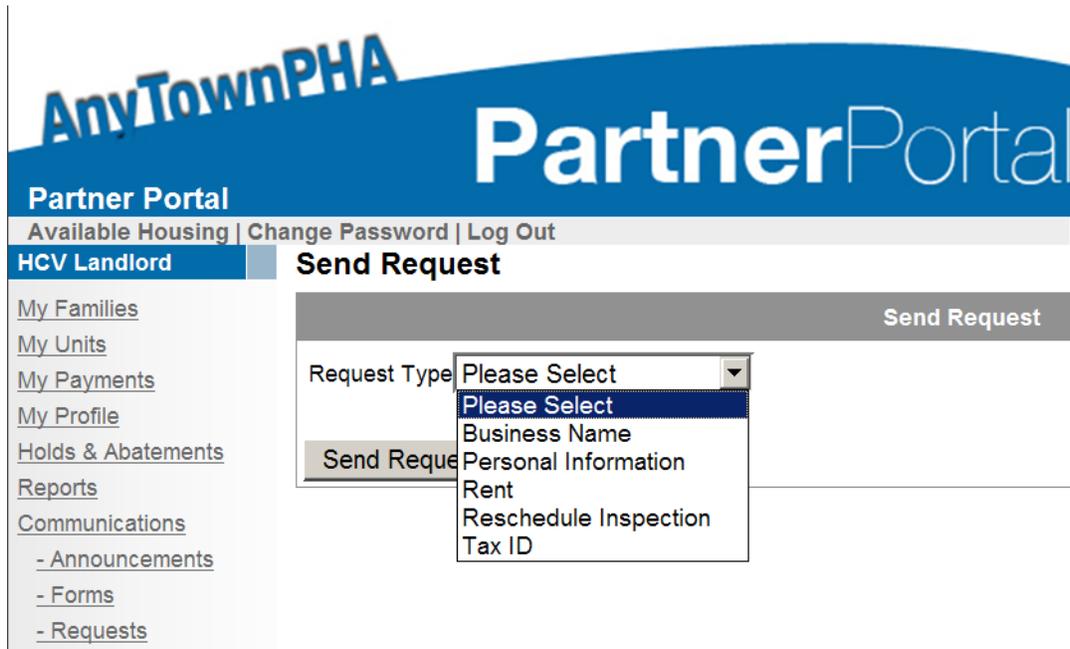
My Requests				
	Request Date	Request Type	Request Status	Days Since Requested
🔍	11/12/2009 11:31:44 AM	Rent	Active	54
🔍	11/12/2009 9:30:37 AM	Tax ID	Active	54
🔍	9/14/2009 3:58:21 PM	Rent	Active	113

K < 1 > X Page size: 10 3 items in 1 pages

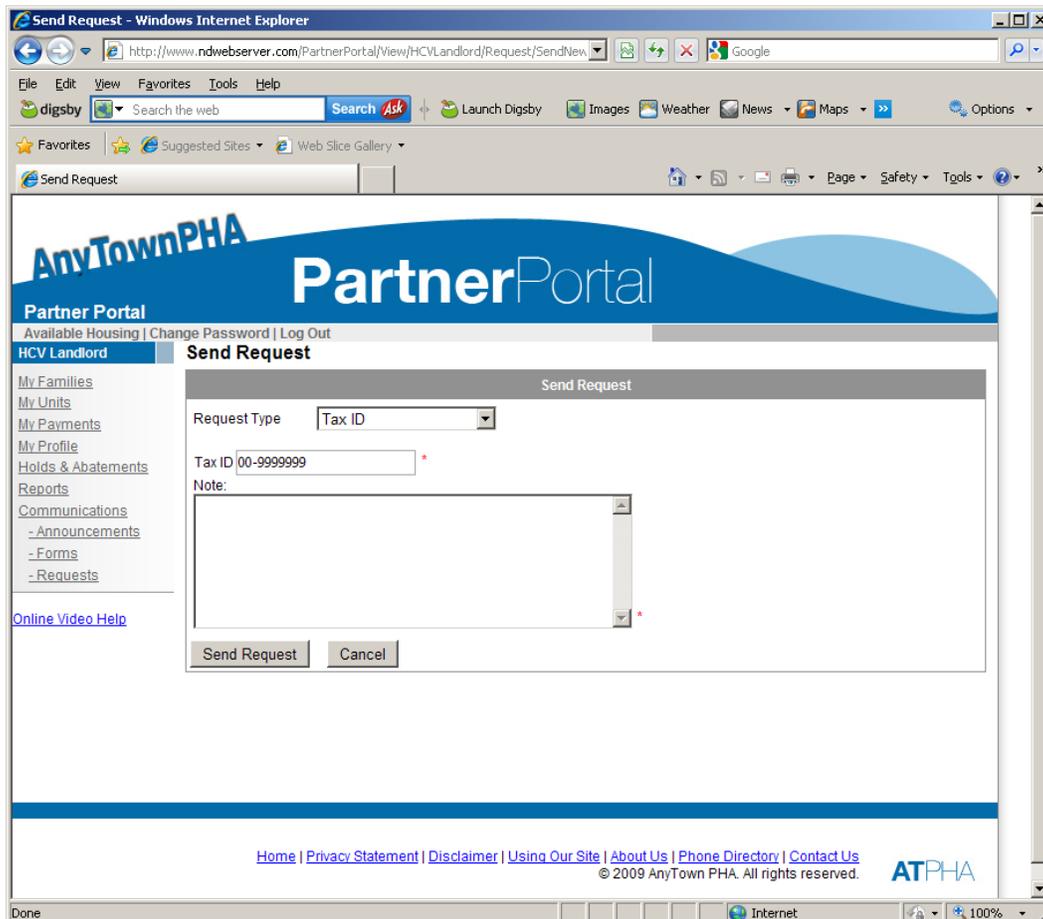
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Internet 100%

- e. If you click the new button  it takes you to the new request screen, where you can send specific requests to the PHA
- f. Select the type of request you wish to make:



- g. (this example is for Tax ID):



- h. Once you have completed entering your request, all your requests will be displayed in the screen and you will be able to view the status of your requests.

The screenshot shows the 'AnyTownPHA Partner Portal' interface. At the top, there is a navigation bar with 'Available Housing | Change Password | Log Out'. Below this, the user is identified as 'HCV Landlord'. The main content area is titled 'My Requests' and contains a table with the following data:

	Request Date	Request Type	Request Status	Days Since Requested
🔍	4/18/2011 4:31:19 PM	Rent	Active	59
🔍	4/18/2011 4:29:37 PM	Business Name	Active	59
🔍	2/25/2011 10:19:10 AM	Rent	Active	112
🔍	11/3/2010 10:33:14 AM	Rent	Active	226
🔍	11/3/2010 10:31:31 AM	Business Name	Active	226

- i. After the housing authority has approved or denied your request, the status will change from “active” to “approved” or “denied”.